



Department of Public Health
Bureau of Substance Abuse Services, LADC Unit

COMPLAINTS

168.016: Complaints

- (A) The Department of Public Health shall investigate every complaint received about practices or acts which may violate M.G.L. c. 111J or any provision of 105 CMR 168.000.
- (B) If the Department of Public Health finds that an investigation is not required because the alleged act or practice is not in violation M.G.L. c.111J or 105 CMR 168.000, then the Department shall notify the complainant of this finding and the reasons on which it is based.
- (C) If the Department of Public Health finds that an investigation is required, because the alleged act or practice may be in violation M.G.L. c. 111J or 105 CMR 168.000, the Department shall investigate and if a finding is made that the act or practice is in violation of M.G.L. c. 111J or 105 CMR 168.000, then the Department shall apply whatever enforcement action is appropriate to remedy the situation and the Department shall notify the complainant of its actions in this matter.
- (D) Investigation of complaints may lead to enforcement actions including correction orders, assessment, revocation, suspension, or refusal to renew a license, or modification of a license by the Department of Public Health.

Instructions:

The Department of Public Health, as Regulatory Authority requires that an official complaint form be filed before any action can be taken. Please contact the office should you have any questions.

1. The person or organization filing the complaint is the complainant. If filing for an organization, a person shall be named as the representative for the organization.
2. The person against who the complaint is filed is the subject.
3. In the description of the complaint, include as much detail as possible including dates, times, places, persons, and quotations.
4. Sign the complaint form.
5. Mail to:

Department of Public Health
Bureau of Substance Abuse Services/LADC Unit
Attn: Program Coordinator
Donovan Health Building
5 Randolph Street, 2nd floor
Canton, MA 02021-2353